

Here are some answers to frequently asked questions about purchasing online from the De Anza College Bookstore

Q: What is my account number?

- Your account number is your student ID or CWID number

Q: Why am I billed for shipping when I purchase digital materials?

- You won't have to pay shipping for digital materials. When you purchase digital materials, the website will say that you are being charged \$7.99 for shipping, but this won't be applied to your credit card. A charge of \$1 will be applied to confirm your account is valid, but this will be reversed automatically. Only the cost of the actual purchase will be applied to your card when the access code for the item is sent to you.
- The exception to this would occur if you buy a digital access code and a book in the same transaction. In that case, you will be charged a shipping fee for the book.

Q: I ordered three books but one of them is on back order. When will my other books arrive?

- We will try to hold your order until we get all of your books in one shipment. However, we will ship the books that we have on the Friday before your class starts on Monday.

Q: I keep getting error codes. What does this mean?

- Here is a link that explains common error codes:

https://support.mindbodyonline.com/s/article/203255323-U-S-credit-card-decline-codes?language=en_US

- Most error codes are related to the buyer's credit card or a problem that occurred while navigating the website – such as pushing too many buttons or not selecting the correct category.
- If the transaction cannot be processed after three attempts, the website's anti-fraud program will lock you out for 24 hours.

Q: I need assistance setting up an account or I need assistance purchasing books?

- Please read the tutorials at the bottom of this webpage before you contact the Bookstore for assistance:

<https://www.deanza.edu/bookstore/textbooks/index.html>

Q: Why are some of my books back-ordered?

- During the first week after the county issued its “shelter-at-home” order, a large shipment of books that were scheduled for delivery had to be returned to the suppliers. The delivery was rescheduled as soon as we were allowed back on campus. It should arrive on Tuesday, April 14 and we will then finish complete your order.

Q: I need books for my courses, but I am not currently in the United States. Are you able to ship books to a different country?

- Yes, we can ship outside of the USA. You can send your address to Duc Nguyen at nguyenduc@fhda.edu and he will give you a quote on the shipping cost. If you agree to the shipping charges, you will be contacted by Jocelyne Luna of our staff (lunajocelyne@fhda.edu) to arrange a phone call so we can get your credit card number information and charge your card. As we are on a limited schedule, we will need you to be able to interact on California time.

Q: How do I return my rental books?

- Rental return deadlines have been extended until the college bookstore gets clearance to reopen. There will be no penalties if the books are late.

Thank you. We appreciate your business.